Remarks

Claim rejections 35 USC § 102

Independent claims 1, 19-21 and 23 have been amended to include two additional limitations. These amendments have resulted in consequential amendments to claims 5 and 6 and the cancellation without prejudice of claims 7-10.

Firstly, it is now specified that the communications session is a voice communications session and that the data analysed is voice data.

Secondly, in the step of analysing the voice data to detect a pattern of data, it is now specified that the pattern of data corresponds to one or more predefined words or phrases.

Dewan (US Patent No. 7,043,008) describes a system in which voice data from a call is monitored to establish base values of amplitude and frequency typical for the conversation being monitored. Once those base values are established, the conversation is monitored for deviations in the volume level (amplitude) or the pitch (frequency) of the speakers' voices. The system works by monitoring for deviations in amplitude or frequency outside of a threshold range established with respect to the base values. (Fig. 3 and column 3, lines 7-16).

As Dewan further explains (column 3, lines 16-24):

> If the speech signals never deviate outside of the threshold range, i.e. no triggering event is detected, once the call terminates in a normal fashion the recording of the conversation may be deleted ... If the signals do exceed the threshold range at any point during the conversation, i.e., a triggering event is detected at block 306, the controller circuit 202 at block 310 takes appropriate actions".

The invention defined by the amended claims operates in an entirely different manner. The analysis of voice data looks for a pattern of data corresponding to one
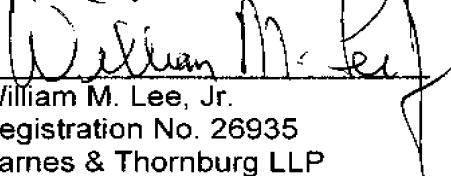
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or more predefined words or phrases, and generates an alert on detection of such words or phrases. Such detection will occur whenever the words and phrases are detected, irrespective of any change in the speaker's voice amplitude or volume, which is advantageous over the Dewan system since a speaker may keep his or her voice under control even in cases where the content of the conversation is indicative of a problem.

Nothing in Dewan teaches or even suggests the detection of particular words and phrases, since Dewan is based on the assumption that alarm events can be detected entirely due to a change in amplitude or volume, and the system of Dewan is built to detect only changes in the values of particular parameters of a voice signal with respect to a base value.

In view of the amendments and arguments made herein, the applicants respectfully request the examiner withdraw the rejections, and allow the application.

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Respectfully submitted,

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